How to complain about Cambridge City Council’s services

This leaflet tells you how to make a complaint. The complaints form is on pages 5 - 9.
We want to know when we get things wrong

Please tell us if you want to complain about any of our services. We will do our best to put things right. And to make sure that the same thing does not happen again to you or anyone else.

We also want to know when we have done things well

We will tell our staff about this. Then they can use the information to make other services better.

How we will deal with your complaint:

✓ Staff will be polite and tell you their name.
✓ We will use language you understand.
✓ We will give you information on a CD that you can listen to, or in large print if you need it.

✓ We will give you an interpreter if you need one, so you can speak to us in your own language. Or a signer if you use sign language.

✓ If you visit us, you can bring a friend or someone from your family to help you.

The first step to making a complaint is to contact the council. You can:

✓ Visit us

✓ Phone us

✓ Write to us

✓ Contact us online by computer

✓ Fill in the form on pages 5 – 9.
How to contact us

Visit any Council Office. Our main reception points in Cambridge are:

- Customer Service Centre, Mandela House, 4 Regent Street
- The Guildhall, Market Square

Phone: 01223 457000
Text phone: 01223 457050
Fax: 01223 457009

Send our complaints form to, or write to us at:
The Guildhall
Market Hill
Cambridge CB2 3QJ

Complain online by computer at:
www.cambridge.gov.uk/compliments-complaints-and-suggestions

Complaints Form on next page.
Complaints Form

Staff will be happy to help you fill in this form.

Name:________________________________________

Address:_______________________________________

Phone number:_______________________________

Email:_______________________________________

Date:________________________________________
The name of the service you want to complain about:

________________________________________________________________________

The name of the person you have already contacted:

________________________________________________________________________

Cambridge City Council follows the rules of the Data Protection Act 1998 about how to use personal information. We may use it to ask you how well we dealt with your complaint.

If you do not want us to contact you about this, please tick this box: ☐
Please tell us about your complaint:

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

What do you want us to do to put things right?

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________

_________________________________________________________________
We try to treat everyone who uses our services fairly.

We keep a check on our services to make sure we do this. Please fill in the information below to help us do this. We will keep your information private.

How do you describe yourself?

Please tick all the boxes that are true for you.

- I am older than 65
- I have a disability
- I am transgender - changing sex from being a man to a woman, or from being a woman to a man
- I am married to someone of the same sex, or in a civil partnership with them
I am pregnant

I have had a baby

I am from a black or minority ethnic group

I believe in a religion

I am a man

I am a woman

I am gay

Is your complaint about a councillor?

Yes

No
What happens next

✔ We will try to reply in no more than 10 working days. Working days are Monday, Tuesday, Wednesday, Thursday and Friday.

✔ If we need more time, we will tell you why this is. We will also tell you who is dealing with your complaint, and when they will contact you.

✔ If you have made the same complaint before, and are not happy with the reply, you can ask us to look at it again. If you are still not happy, you can contact our Independent Complaints Investigator (details on page 12).
What happens if we cannot make the changes you want

There are some things we cannot change because the law says so. If we cannot change things we will:

✓ Explain why this is.

✓ Tell you who else you can contact if you are not happy. This might be your MP (Member of Parliament).

What you can do if you are not happy with how we dealt with your complaint

If you have heard back from the council and still feel unhappy, there are people you can talk to outside the council. Their job is to look at how the council has dealt with your complaint. Their details are on pages 12 and 13.
Independent Complaints Investigator

You can ask us to send your complaint to the Independent Complaints Investigator. They do not have a job at the Council, but they do have a contract with us to investigate complaints. This means they work separately from the Council’s departments.

You can contact them by:

✓ **Phone:** 01223 457072

✓ **Letter:** The Independent Complaints Investigator

PO Box 580
Cambridge CB1 0FE

✓ **Email:**

Independent.Complaints.Investigator@cambridge.gov.uk

✓ **Filling in the form on this website:**

www.cambridge.gov.uk/contact-us
Local Government Ombudsman

It is the Government in London that decides who will be the Local Government Ombudsman. You can complain to them at any time. But they will usually only investigate your complaint after we have looked at it.

You can contact them by:

✓ **Phone:** 0300 061 0614

✓ **Letter:** The Local Government Ombudsman  
  PO Box 4771  
  Coventry  
  CV4 0EH

✓ **Filling in the form on this website:**  
  [www.lgo.org.uk/contact-us](http://www.lgo.org.uk/contact-us)
Complaints about Councillors

All our councillors (people who have been voted onto the Council) must follow a set of rules about how they behave. If you have a complaint about a councillor, you can make a complaint to our Civic Affairs Committee.

Please note that the committee can only look at a complaint if a councillor has not followed our Code of Conduct. If you are not happy about something else, please fill in the form on page 5, because we still want to hear about it.

If you want to complain to the Civic Affairs Committee, please write to:

Tom Lewis
The Monitoring Officer
Cambridge City Council
The Guildhall
Cambridge CB2 3QJ